

Personal & Family Handbook

Deployment and Mobilization

Courtesy of:
Army Community Service
Fort Stewart, Georgia

WHAT IS A DEPLOYMENT?

A deployment is a military duty away from home. It may be short as overnight or as long as an unaccompanied tour. The purpose of these deployments or separations is to keep our military forces at the highest state of readiness and to meet our global military commitments.

Your spouse may deploy at any time, although most separations are scheduled well in advance. The nature of the military makes it extremely important to have your family affairs in order so that you will be able to take care of unexpected situations that may come up during a deployment or separation. Do not assume that you will have time to prepare for deployment after the alert or deployment is announced.

While preparations for a unit move usually take a few days, soldiers may also be deployed individually, and may have to leave within 24 hours of getting the notice.

This handbook has been developed to help you and your family in preparing for deployment, unaccompanied tours and extended temporary duty. You will find within these pages helpful suggestions, pertinent information about post agencies, and those tasks that are essential for your family's welfare.

As with any separation, preparation is the key to success.

HANDLING EMERGENCIES

What if the deployed soldier has an emergency?

If your soldier develops a serious problem while deployed, i.e. sickness, injury, etc., the Company Commander or Rear Detachment Commander, a commander's representative, a member of the Family Support Group, and/or the Battalion Chaplain will contact you. If someone else calls you to report an injury to your spouse, call the Company/Rear Detachment Commander immediately to verify it!!!

What if you have an emergency?

If you develop a serious problem while your soldier is deployed, contact one of the following immediately:

- Company or Rear Detachment Commander
- Chaplain or On-call Chaplain
- Red Cross

THE MILITARY DEFINES AN EMERGENCY AS FOLLOWS:

An EMERGENCY is the DEATH, CRITICAL ILLNESS or INJURY to an IMMEDIATE family.

CRITICALLY ILL or INJURED means the possibility of death or permanent disability.

IMMEDIATE family is defined as wife/husband, parents, children, grandparents (who raised you or your spouse in place of parents), or guardian. The commander may approve other situations, not listed above, as emergency in nature.

The Commander/Rear Detachment Commander will maintain contact with the unit on a regular basis and can pass urgent messages to the unit for relay to your spouse. If your spouse's presence is necessary

Deployment and Mobilization Handbook

and appropriate military professionals (Doctor, Red Cross etc.) confirm it, we will get your deployed spouse home. As soon as the emergency passes, your spouse may return to his/her unit.

WHO DO I CALL?

Fill in the proper phone numbers below for your unit or the soldier's unit. Do it now, before you need it!

Contact Person	Phone Number
Battalion Headquarters	
Battalion Commander	
Battalion XO	
Battalion Command	
Sergeant Major	
Company Commander	
Chaplain	
Military Police	
Post Staff Duty	
On-Call Chaplain	
Poison Control	
Red Cross	
Mental Health	
Social Work Services	
Hospital	
Legal Assistance	
Army Community Service	
Army Emergency Relief	

Where do I go for help?

The following agencies may be helpful in the event of an emergency or a problem during a deployment.

ARMY COMMUNITY SERVICE (ACS)

ACS is a multi-service organization designed to assist soldiers and family members by providing education/training programs that will enhance their ability to deal with day to day issues. It is the first place to go for answers to your questions and help with your problems. ACS reflects the Army tradition of caring for its own and encouraging self help.

How can ACS help?

Most ACS Centers provide free assistance for soldiers and their families in the following areas:

- General Information and Referral
- Emergency Food Assistance
- Financial Counseling
- Exceptional Family Member Program
- Family Readiness Group Information, Assistance and Training

Deployment and Mobilization Handbook

- Family Member Employment Assistance
- Army Emergency Relief
- Family Advocacy Program
 - Emergency Shelter
 - Emergency Transportation
 - Emergency Respite Care
 - Parent Support Play-Group
 - Parenting Classes/Workshops
 - Couples' Classes/Workshops
 - Victim Advocacy

ARMY EMERGENCY RELIEF (AER)

- Interest free loans and/or grants, if the applicant qualifies.
- Information on Scholarship Program for Dependent Children. Civilian Employees are not eligible for AER.
- Assistance is limited to the following purposes
 - Non-Receipt of Pay
 - Theft or Loss of Funds
 - Emergency, Critical Medical/Dental Expenses
 - Emergency Repair of Essential Privately Owned Vehicle (POV)
 - Funeral Expenses
 - Funeral expense aid is provided for parents of soldier or spouse, or for soldier's immediate family members.
 - Assistance is limited to reasonable expenses not covered by insurance policies in force.
 - You will be required to verify that AER is the only remaining source of assistance.
 - Initial Rent Deposit
 - To Prevent Eviction or Utilities Cutoff
 - Food to Prevent Privation
 - Critical Emergency Travel/Fire/Disaster (When Red Cross Cannot Assist)
 - AER helps with emergency travel in cases involving grandparents. Cases involving aunts and uncles will be considered by exception on a case by case basis.

How to Process an AER Loan Application:

1. Fill out an application on DA Form 1103. Request the Commanding Officer or 1SG signature of approval.
2. Complete all information and include explanation of why the applicant is unable to meet financial needs.
3. Bring completed applications to the AER office with a copy of the latest Leave and Earning Statement (LES).
4. If requesting rent money to prevent eviction, applicant must have a written eviction notice from the landlord.
5. If requesting money to pay utilities, applicant must bring the utilities cut-off notice.
6. If applicant is requesting aid due to theft of paycheck or cash, the incident must be reported to the Police before getting assistance. You will need a copy of the Police Report. Aid will be just enough to cover necessities.
7. Aid for POV *repair* is only granted in exceptional cases. Assistance is not authorized for routine maintenance/parts/equipment (e.g. tires brakes, alignment, etc.) Written estimates of the repair cost must be submitted with the application.
8. For spouses whose sponsors are deployed:
 - a. The Spouse must have a General Power of Attorney and a valid ID Card.

Deployment and Mobilization Handbook

- b. If at all possible, process the application through the unit rear detachment.
- c. If you live too far from unit headquarters, but are near a military installation, submit the application through that installation's military aid society.
 - (1) Army Emergency Relief
 - (2) Air Force Aid Society
 - (3) Navy-Marine Corps Relief Society
 - (4) Coast Guard Mutual Assistance
- d. If you are too far from a military installation, submit the application through your local American Red Cross station. They can contact AER Headquarters on your behalf.

AMERICAN RED CROSS (ARC)

The American Red provides 24-hour services to active duty military personnel and their families. ARC will assist with medical reports, birth notices, emergency notification of your spouse during separations, as well as verification of emergency leave.

FAMILY LIFE CENTER

The Family Life Center provides opportunities for marriage and family enrichment through counseling and education. Families can find insights and practical advice active parenting, coping with stress, managing anger, and many others.

COMMUNITY MENTAL HEALTH

Life is full of stressful situations, challenges, and emergencies. Mental health is one resource that can help you address those concerns when they affect your ability to cope on a day to day basis.

LEGAL ASSISTANCE (Staff Judge Advocate)

SJA personnel may be able to assist with:

- Debtor/creditor relations
- Contracts
- Landlord/tenant relations
- Notarizations
- Domestic relations
- Wills and powers of attorney
- Immigration and naturalization
- Consumer affairs
- Tax information
- Insurance

Legal Assistance personnel cannot assist with:

- Private income-producing activities
- Representation in civilian courts

Before deploying, you and your spouse should have a current will, and your spouse will need a valid power of attorney. SJA can assist with preparation of these documents. Rather than wait until deployment, have the documents prepared now; then you will just need to review them before deployment.

- A will is needed to dispose of property and provide for minor children's care in the event of your death or the death of your spouse. Everyone needs a will, even single soldiers with little or no property and no dependent children.
- A Power of Attorney is a document with which the soldier authorizes another person to act on the soldier's behalf.
 - **GENERAL:** Allows holder to act in all matters on sponsor's behalf
 - **SPECIAL:** Allows holder to act on sponsor's behalf in special transactions.
 - **MEDICAL:** Authorizes holder to obtain medical care for family members under 18 years of age.

Deployment and Mobilization Handbook

CHAPLAIN SUPPORT

Chaplains are available to assist you with personal problems and counseling. They are an invaluable source of information about where to go for help, and should be your first stop for personal counseling.

FINANCES/BUDGET

CHECK TO BANK: Open a JOINT checking account if you do not already have one.

All married soldiers are strongly encouraged to have a joint checking account with their spouses. However, if the soldier is going on a long-term TDY or unaccompanied tour and will need some spending money, consider opening a separate checking account for the soldier funded by an allotment. This way, there will be no confusion caused by two people, on opposite sides of the globe, using the same checking account.

CREDIT CARDS: Keep plastic money to a minimum. It gives you a false sense of wealth where there really isn't any money. Assemble a list of all credit cards, the account numbers, and the numbers to call in case of loss or theft. Mark the list to show which cards are carried by you and your spouse. Both of you should have a list.

ALLOTMENTS: This guarantees that a certain amount of money will always be deposited in your account. If you have to take casual pay for any reason, such as emergency leave, your allotment will still be secure. This may eliminate a surprise shortfall in money to your family.

INSURANCE: Review current life insurance coverage to ensure that policies, other than SGLI, do not contain a war clause. This ensures that beneficiaries for all policies are correct and that premiums are covered during the sponsor's absence.

BUDGET/FINANCIAL COUNSELING: Contact Army Community Service (ACS) in your community for assistance in working out a budget. Remember that some allowances may start or stop due to deployment and mobilization, causing a change in your total take-home pay.

HOME SECURITY/CRIME PREVENTION

Crime and fear of crime are big problems that influence how you live. The most important resources we have in reducing these problems are neighbors working together to prevent crime. This makes it harder for crime to happen and reduces the chance for criminals to victimize you and your family members. Crime is a local problem and can best be deterred through locally organized groups of neighbors and residents within housing areas. Many communities have active "Neighborhood Watch" type mutual protection programs, where neighbors look out for each other's property and safety. Check with your local police to see if your community has such a program. If so, join up.

If not, start one. Get together with neighbors on your block, in surrounding streets, or in your building (if in quarters, check with your building coordinator or village mayor). Start by sharing crime prevention information. Exchange work and home telephone numbers with your closest neighbors. Keep them posted on your daily and vacation schedule. Let them know about scheduled repairs or deliveries. If they spot suspicious people or vehicles around your home while you are gone, they will know something is wrong and call the police.

CRIME PREVENTION TIPS...

- If your spouse is deployed, don't advertise it. This alerts everyone that your spouse will be away for an extended period of time.
- ALWAYS lock your doors, even if you are only going out for just a few minutes. In addition to the front and rear doors, keep your garage, cellar, patio, storage areas, and maid rooms locked. Periodically check them.

Deployment and Mobilization Handbook

- If you live in government housing, are the doors to your stairwell secured? If so, are they consistently kept locked? If not, contact your building coordinator.
- Ask a neighbor to collect any mail, flyers, and newspapers, so they won't pile up outside your box or in your mailbox. Stop deliveries until you return.
- Be cautious of door-to-door sales people and other solicitors. If possible, conduct the conversation at the door.
- Be cautious about whom you invite into your house. If you invite a solicitor in, DO NOT leave him/her alone in a room.
- Keep telephone numbers of the military police, city police, and ambulance next to your phone.
- Familiarize yourself with unit, community, and local emergency reporting procedures, such as: calling for police assistance, obtaining emergency medical help (especially the times to call the proper medical help), 911, etc.
- Report suspicious persons or activities immediately to the police. Be especially cautious during special activities in your neighborhood.
- Tell your children to never admit being home alone on the telephone or to someone at the door. Teach them to say: "Mom or Dad can't come to the phone and will call back."
- Teach children how to contact the police or a neighbor; make sure they know their home address and telephone number.
- Screen repair persons and solicitors to ensure their visits are legitimate. If possible, install a peephole in your door; if not, use a window.
- Remember disguises and uniforms are easily obtained. Before you let workers into your home, make sure there is a legitimate need and check their credentials. Call the firm/organization they claim to represent to verify their identities.
- If you suspect/detect someone observing your home/activities or that of your neighbors, report it immediately to the police.

It is important that you notify the Rear Detachment Commander and/or FRG representative of any travel plans in case there is an emergency while you're gone.

WORKSHEETS, FORMS, AND CHECKLISTS

Please complete the following pages as appropriate. Make sure that the awaiting spouse has access to the information and knows what to do with it.

Deployment and Mobilization Handbook

FAMILY DEPLOYMENT CHECKLIST

Although extended deployments are never easy on the family, the hardships need not be increased by failure to plan ahead. A carefully prepared and executed pre-deployment checklist can save you and your family from giant headaches in the future. It is very important for you, as a military family, to have certain documents in your possession. Military spouses are often required to take over the family during the sponsor's absence; therefore, it is important that both of you sit down together to gather information and documents named in this checklist. You are encouraged to keep originals or copies of all listed documents in a special container (safety deposit box) in a location you can find immediately and is known to both you and the sponsor. Both of you must have access to this location.

Personal Matters	
	Completed the Personal Information page
	Discussed communication during mobilization
	Prepared a Family Care Plan
	Obtained ID cards for each family member
	Discussed feelings and included children in discussions
	Learned how benefits will change during mobilization
Legal Matters	
	Created and/or updated my will
	Designated a power of attorney
	Completed my estate planning
	Designated legal guardians for children
	Next of kin informed of rights, benefits, assistance available, how to make contact in case of emergency
	Completed the Personal and Family Documents Worksheet
	Safely stored important documents
	Completed the Property Worksheet
	Completed the Record of Emergency Data
Financial Matters	
	Discussed financial matters with loved ones
	Established needed allotments
	Developed a budget
	Selected life insurance
	Selected health insurance
	Learned about medical and dental care
	Enrolled my family in DEERS
	Arranged for paying bills/taxes

Deployment and Mobilization Handbook

Practical Maters	
	Put security measures in place
	Checked smoke detectors and replaced batteries, as needed
	Made sure appliances are in good repair
	Made sure automobile(s) are in good repair
	Made arrangements for storing automobile(s), if necessary
	Provided a current list of people to contact for household repairs
	Made arrangements for household repairs
	Made arrangements for moving, if necessary
	Made a list of health-care providers

Type of document	Location
Adoption Papers	
Allotment(s) Paperwork	
Automobile Insurance	
Bank/Checking Account(s)	
Birth Certificate(s) & Social Security Numbers	
Citizenship/Naturalization Papers	
Credit Cards, Charge Accounts, Installment Papers, Loan Contracts	
Death certificate(s)	
DEERS Enrollment (copy)	
Divorce Papers	
Family ID Cards	
Federal and State Income Tax Returns (last 5 years)	
Insurance Policy(s)	
Inventory of Household Property	
Leave & Earnings Statement, Other Pay Records (Most Recent)	
Lists of Names Addresses & Phone Numbers	
Immediate Family Members	
Trusted Friends	
Holder(s) of Power(s) of Attorney	
Attorney(s)	
Marriage License and Certificate	
Military Service Records	

Deployment and Mobilization Handbook

Type of document	Location
Passports/Visas	
Power of Attorney	
Proof of Service Documents (e.g. DD214)	
Deeds, Titles, Mortgages	
Safety Deposit Box	
Savings Bonds	
Social Security Number(s)	
Tax Records	
Title (automobile, boat, trailer)	
Vaccination Records (including pets)	
Will(s)	

Deployment and Mobilization Handbook

Expenses	Budget Amount	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
FIXED EXPENSES							
Rent/Mortgage							
Insurance							
Automobile Payments							
Loan Payments							
Taxes							
Alimony							
Child Support							
Credit card Installments							
Other:							
VARIABLE EXPENSES							
Groceries							
Utilities							
Transportation							
Telephone							
Medical or Dental							
Entertainment							
Clothing							
Personal Hygiene							
Pet Care							
Other:							
SAVINGS							
Savings Account							
Credit Union							
Other:							
TOTAL EXPENSES							

Deployment and Mobilization Handbook

Income	Estimated Amount	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Basic Pay							
Basic Allowance for Housing							
Basic Allowance for Subsistence							
Clothing Allowance							
Special Pay							
Member's Off-Duty Pay							
Spouse's Earnings							
Alimony (Received)							
Child Support (Received)							
Interest/Dividends							
Other:							
TOTAL INCOME							
TOTAL EXPENSES							
NET INCOME							

Deployment and Mobilization Handbook

Item	Description	Serial Number
Appliances:		
Washing machine		
Dryer		
Oven		
Stove		
Microwave oven		
Dishwasher		
Food processor		
Other		
Tools and equipment:		
Snowblower		
Chain saw		
Power saw		
Drill		
Hand tools		
Other		
Audio and video equipment:		
Television		
Hand-held video recorder		
Videocassette recorder		
Camera		
Stereo		
Radio		
Receiver		
CD player		
Tape player		
Other		
Hobbies:		
Sewing machine		
Sports equipment		
Other		
Home office equipment:		
Computer		
Monitor		
Printer		

Deployment and Mobilization Handbook

Item	Description	Serial Number
Fax machine		
Phone		
Answering machine		
Copy machine		
Other		
Kitchen:		
China		
Crystal		
Silver		
Pots and pans		
Other		
Furniture:		
Sofa		
Chairs		
Tables		
Dining room set		
Beds		
Clocks		
Lamps		
Other		
Jewelry:		
Other:		

Deployment and Mobilization Handbook

HOME SAFETY CHECKLIST	
YES/ NO	
	KITCHEN:
	Are curtains, dishtowels, or paper items kept away from stove?
	Is stove's exhaust hood and ductwork clean of grease?
	Do you have a working fire extinguisher close at hand?
	LIVING ROOM/DINING ROOM/BEDROOMS:
	Is fireplace spark screen always closed?
	Are electrical wiring/circuits/outlets adequate to handle load?
	Is there sufficient space for air circulation around TV/stereo?
	Are ashtrays available in home occupied by smokers?
	Are matches and lighters out of reach of children?
	ATTIC, CLOSETS. STORAGE ROOM:
	Do you keep oily cleaning rags in tight metal containers?
	Are you using only nonflammable cleaning fluids?
	Do you avoid accumulations of paper and combustible materials?
	WORKSHOP/LAUNDRY ROOM:
	Are combustible materials kept away from heat sources?
	Are paint thinners, paints, and solvents kept in their original containers for identification purposes?
	Are the furnace, heaters, vents and chimneys inspected and serviced regularly?
	Are fuses of the proper size for the circuits they protect?
	Are the dryer lint trap and vent kept clean?
	GARAGE/GROUNDS:
	Is gasoline for the mower stored in a safety can?
	Have you removed accumulations of trash and paper?
	Are oil-soaked rags in tight metal containers to prevent combustion?
	THROUGHOUT THE HOUSE:
	Inspect electrical cords
	NO SMOKING IN BED!!!!!!
	Does everyone know how to call the fire department?
	Prepare and practice a fire escape plan
	SMOKE DETECTORS
	Buy a battery-operated smoke detector. It is one of the best and most inexpensive forms of fire insurance. It will not prevent a fire from starting, but it may save your life! Be sure to check the smoke detector on a regular basis. Replace batteries twice a year. You should have at least one detector, but two will give some insurance in case one fails. Also, bedrooms should have their own detector if the door is closed while sleeping.
	HOME TOOL KIT
	Flashlight and extra batteries
	Hammer
	Assorted Nails, screws and tacks
	Screwdrivers
	Masking Tape
	Scissors and/or knife
	Pliers
	Wrench
	Furnace Filters
	Extra light bulbs

Deployment and Mobilization Handbook

EMERGENCY INFORMATION FORM

Soldier's Name: _____

Soldier's Social Security Number: _____

STATESIDE INFORMATION

Unit: _____ Company _____

Company Commander _____ Phone number _____

Platoon Leader _____ Phone number _____

1st SGT _____ Phone number _____

Platoon SGT _____ Phone number _____

FRG Contact Person _____ Phone Number _____

Chaplain _____ Phone Number _____

DEPLOYMENT INFORMATION

Location _____ Unit _____

E-mail Address _____ Phone # _____

Mailing Address _____

Company Commander _____ 1st SGT _____

Officer in Charge _____ NCO in Charge _____

Team Leader _____ Chaplain _____

Deployment and Mobilization Handbook

EMERGENCY NOTIFICATION INFORMATION

Soldier's Correct Full Name_____

Soldier's Rank and Pay Grade_____

Soldier's Social Security Number_____

Soldier's Unit_____

Soldier's Unit Address_____

Name of Exercise Soldier is on_____

Full Name of Ill, Injured, or Deceased Person_____

What Hospital or Funeral Home is Person in_____

Who is the Doctor Treating the Person_____

Family Member who can Provide Additional Information_____

Telephone Number_____

Family/Doctor Wants Soldier to: Be Notified Only_____ Come Home_____

Leave Address Soldier Should Go To Is:

Name_____

Address_____

City/State/Zip_____

Phone Number_____

The Soldier will need about_____ Days to resolve the problem_____

**THE ABOVE INFORMATION MAY HELP SPEED THE SERVICE MEMBER'S RETURN AS YOU
CONTACT THE RED CROSS OFFICE. BE SPECIFIC!**

Deployment and Mobilization Handbook

RED CROSS NOTIFICATION

(To be filled out by service member and sent home)

In the event you need to contact me quickly or need my presence at home, you must contact the American Red Cross (ARC) before I can receive permission to come home. A message from the American Red Cross is required before I can get the documents for transportation on military aircraft and/or commercial aircraft, and for leave authorization. The following is the information that you should provide the local American Red Cross to contact me:

My Social Security Number: _____

My full name: _____

My rank is: _____

My mailing address is: _____

My duty station is: _____

My duty telephone is: _____

My residence address is: _____

My home telephone number is: _____

In addition, they will request some detailed information as to the nature of the emergency. As a minimum, you will need to know the name and address of the doctor, hospital, plus a statement as to why I am needed. I realize in case of death or critical illness in the family that you would want to call me directly, but you must also contact the Red Cross to authorize and expedite travel arrangements.

You can contact the Red Cross 24 hours a day and there is no charge for this service. The toll –free number is 1-877-272-7337.

Please place this document in the telephone book so that you can easily find it in case you need to contact me. This procedure applies regardless if I am deployed or at my home station. You might want to take some time to write down the local American Red Cross chapter in your community so that in an emergency you will not have to look it up.

Local American Red Cross Address: _____

Local American Red Cross Telephone Number: _____

Deployment and Mobilization Handbook

Deployment and Mobilization Handbook

CAR MAINTENANCE

The family car is an important part of family life. The sudden and unexpected loss of the use of your car can be a real burden. During deployment, not knowing how to cope with car problems is just more aggravation your spouse must endure. Please take time to fill in and go over the following information checklist. Discuss what problems may happen to the car and become familiar with the periodic checks that are a part of routine operation.

FAMILY DRIVERS LICENSE INFORMATION:

NAME	LICENSE NUMBER	EXPIRATION DATE

AUTO DATA AND SERVICE INFORMATION:

Make:		Model:		Year:		Vehicle ID #	
Warranty: YES NO		Warranty Location:		Car Title: YES NO		Title Location:	
Car Registration: YES NO				Expiration Date:			
License Plate #				Expiration Date:			
Inspection Sticker Expiration Date:							
Auto Insurance: YES NO				Policy Number: Insurance Company			
Spare Keys: YES NO				Location:			
Battery Type:		Make/Brand			Warranty: YES NO		
Tires: Make/Brand		Size:		Pressure:		Warranty: YES NO	
Oil Brand				Weight			

MAINTENANCE SCHEDULE:

Servicing done at:			
Phone		Appt. Required: YES NO	
Oil, Filter Change, Lubrication: Next Schedule Date:			
Tune Up: Next Scheduled Date:		Approx. Mileage:	
Tire Balance/Rotation/Front End Alignment: Next Scheduled Date:			
SPECIAL INSTRUCTIONS:			

Deployment and Mobilization Handbook

NOTIFICATION OF DEPARTURE FROM THE AREA

If you leave home for any reason, it is important that the Rear Detachment Commander knows where you are. If there is an emergency, either on the field or during deployment, the unit needs to contact you. This is true whether you leave the area permanently, leave for a short visit, or go to visit friends. If you cannot contact the unit to provide your location, please fill out the form below and mail it to the unit or leave it with a neighbor to deliver to the unit.

This is to inform you that I have left the community. I can be reached at the following location:

Name: _____

C/O: _____

Address: _____

Telephone: _____

I expect to return on or about: _____

Sponsor's Name: _____